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D, CARY MITCHELL
SALVATORE TAILLEFER

ARTHUR BLOOSTON 1914 – 1999 **July 1, 2014**

writer's contact information sta@bloostonlaw.com 202-828-5562

REDACTED - FOR PUBLIC INSPECTION

VIA HAND DELIVERY

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, S.W. Washington, DC 20554

RE: Form 481 – Carrier Annual Reporting Data Collection, 2014 WC Dockets No. 14-58, 10-90 and 11-42

Dear Ms. Dortch:

Pursuant to sections 54.313(i) and 54.422(c) of the Commission's Rules, ¹ Northeast Florida Telephone Company (the "Company") hereby submits a copy of its "FCC Form 481 – Carrier Annual Reporting Data Collection Form," as filed with the Universal Service Administrative Company. A copy is also being submitted to the appropriate state regulatory commission and tribal government, as further required by sections 54.313(i) and 54.422(c).

Pursuant to the Protective Order adopted by the Commission in this proceeding,² the Company requests confidential treatment for the financial information included in its report, as required by §54.313(f)(2), on the grounds that it is commercially sensitive information that is not normally released to the public. The Company also requests confidential treatment for its Five

^{1 47} CFR §§54.313 and 54.422.

² In the Matter of Connect America Fund, et al., PROTECTIVE ORDER, WC Docket No. 10-90, et al., DA 12-1857, released November 16, 2013.

Year Service Quality Plan pursuant to sections 0.457 and 0.459 of the Commission's Rules. A letter in support of the Company's request is attached hereto.

In accordance with the Protective Order and the Commission's rules, two redacted copies and one non-redacted copy have been submitted on paper via hand delivery to the Secretary's Office, two non-redacted copies have been submitted for hand delivery to Mr. Charles Tyler of the Telecommunications Access Policy Division, and a redacted copy has also been filed via the Electronic Comment Filing System.

If you have any questions, please do not hesitate to contact the undersigned.

Sincerely,

Salvatore Taillefer, Jr.

Counsel to Northeast Florida Telephone Company

CC:

Mr. Charles Tyler, Telecommunications Access Policy Division, Wireline Competition Bureau

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VIA HAND DELIVERY

Marlene H. Dortch, Secretary Federal Communications Commission 445 12th Street, S.W. Washington, DC 20554

RE:

Form 481 – Carrier Annual Reporting Data Collection, 2014

WC Dockets No. 14-58, 10-90, and 11-42

Dear Ms. Dortch:

Pursuant to §0.457 and §0.459 of the Commission's rules, Northeast Florida Telephone Company ("the Company"), by its attorneys, hereby requests that certain materials and information be withheld from public inspection. Specifically, the Company requests confidential treatment of the Five Year Service Quality Improvement Plan (the "Plan" or "confidential information") attached to its Form 481 filing.

In support of its request for confidential treatment and pursuant to the requirements under § 0.459(b) of the Commission's rules, the Company states the following:

1. Identification of the specific information for which confidential treatment is sought.

The Company seeks confidential treatment of the Five Year Service Quality Improvement Plan, attachment 210335FL112 to the Form 481 filing accompanying this letter, which contains sensitive financial information about the Company as well as information about the Company's projected network improvements and upgrades for voice and broadband services during the period from 2015 through 2019.

2. Identification of the Commission proceeding in which the information was submitted or description of the circumstances giving rise to the submission.

The documents are being submitted as part of the annual Eligible Telecommunications Carrier Report (Form 481) mandated by section 54.313 of the Commission's rules.

3. Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged.

The data described is highly confidential and sensitive commercial and financial information which constitutes trade secrets or sensitive commercial and financial information that "would customarily be guarded from competitors," and is therefore exempted from mandatory disclosure under FOIA Exemption 4 and Section 0.457(d) of the Commission's rules.²

4. Explanation of the degree to which the information concerns a service that is subject to competition.

The Plan relates to voice and broadband services provided by the Company that are subject to competition from competitive local exchange carriers, cable television system operators, electric power utilities, fixed and mobile wireless service providers, and/or satellite carriers.

5. Explanation of how disclosure of the information could result in substantial competitive harm.

Disclosure of the confidential information is likely to result in substantial competitive harm to the Company because the confidential information could provide competitors with commercially sensitive insights related to the Company's operations, service offerings, and costs.

6. Identification of any measures taken by the submitting party to prevent unauthorized disclosure.

The Company does not make the Five Year Service Quality Improvement Plan or any of the information contained therein publically available in any way, and further limits internal access to key employees subject to strict non-disclosure obligations.

7. Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

The Company does not make the confidential information available to the public and it has not previously allowed disclosure of the confidential information to third parties that are not otherwise bound by confidentiality obligations.

¹ *Id.* § 0.457(d)(2). ² 5 U.S.C. § 552(b)(4): 47 C.F,R. § 0.457(d).

8. Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.

The confidential information should be treated as confidential for an indefinite period, as the Company will always be subject to competition and the competitive harms associated with the disclosure of the confidential information.

In order to provide adequate protection from public disclosure, the Commission should strictly limit distribution of the confidential information within the Commission on a "need to know" basis and not allow any distribution outside of the Commission. In the event that any person or entity outside the Commission requests disclosure of the confidential information, the Company requests that it be so notified immediately so that it can oppose such request or take other action to safeguard its interests as it deems necessary.

Please direct any questions regarding this submission to the undersigned.

Respectfully submitted,

Salvatore Taillefer, Jr.

Counsel for

Northeast Florida Telephone Company

			CINSPECT	OM 481	
FCC For	m 481 - Carrier Annual Reporting		A contract the second s	MB Control No. 3060 ly 2013	-0986/OMB Control No. 3060-0819
	Data Collection Form				
<010>	Study Area Code	210335 NORTHEAST FLORIDA		**	
<015>	Study Area Name			•	52
<020>	Program Year	2015			
<030>	Contact Name: Person USAC should contact with questions about this data	Deborah Nobles			
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9046880029 ext.			
<039>	Contact Email Address: Email of the person identified in data line <030>	dnobles@townes.net			
					54:315 54:422
ANNUA	LEREPORTING FOR ALL CARRIERS			91.900mg	Completion Completion Required
<100>	Service Quality Improvement Reporting		(complete attached works)	neet)	(check box when complete)
<200>	Outage Reporting (voice)		(complete attached works)	ieet)	
<210>	the second secon	outages to report			
<300>	Unfulfilled Service Requests (voice) 0			12	
-210	Date il and Attack to the Land				
<310>	Detail on Attempts (voice)		8		
				(attach descriptive d	ocument)
<320>	Unfulfilled Service Requests (broadband)				V
	and a second according to the second				
<330>	Detail on Attempts (broadband)			Zaman da da sadada a	
				(attach descriptive	ocument
<400>	Number of Complaints per 1,000 customers (voice)				
<410>	Fixed 0-0				V V
<420> <430>	Mobile Number of Complaints per 1,000 customers (broads	pand)			
<440>	Fixed 0.0				
<450>	Mobile 0.0 Service Quality Standards & Consumer Protection Re	ules Compliance	(check to indicate certifica	ution)	
<500>	210335f1510.pdf	ares comprante]	ши	
<510>	35		(attached descriptive de	orument)	
				507 (51 5 0.00°)	1
		36			
<600>	Functionality in Emergency Situations 210335£1610.pdf		(check to indicate certifica	ition)	V V
	21033911610.pdf				
			(attached descriptive docu	ment)	
<610>					
	Company Price Offerings (voice)		(complete attached works	heet)	
	Company Price Offerings (broadband)		(complete attached works		
	Operating Companies and Affiliates Tribal Land Offerings (Y/N)?	(if v	complete attached works, es, complete attached works,		
	Voice Services Rate Comparability		(check to indicate certifica		
	210335f11010.pdf				
<1010>			(attach descriptive docum	ient)	
]		
<1100>	Terrestrial Backhaul (Y/N)?	(if	not, check to indicate certific	ation)	
<1110>	Control Speeds		(complete attached works	heet)	
<1200>	Terms and Condition for Lifeline Customers		(complete attached works	heet)	
	Price Cap Carriers, Proceed to Price Cap Additional I				
<2000>	Including Rate-of-Return Carriers affiliated with Pri	ce Cap Local Exchange	Carriers (check to indicate certifica	tion)	
<2005>			(complete attached works)		
	Rate of Return Carriers, Proceed to ROR Additional				
<3000> <3005>	REDACTED	- FOR PUBLI	CINSPECTI	ON.	

	rvice Quality Improvement Reporting llection Form	FCC Form 481 OMB Control No.: 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Noblas
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>:	dnobles@townes.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O O
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes/no) O O
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your c CETC which only receives frozen support, your progress report is only required to address voice telephony service.	company is a
	Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document line
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	POSSESSE AND ADDRESSES AND ADD
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met	· ·

<220>

(200) Service Outage Réporting (Voice) Data Collection Form OMB Control No. 3060-0986/OVB Control No. 3060-0819 July 2013	Data Collection Form OMB Control No.: 3060-0986/OVB Control No.: 3060-0819

<010>	Study Area Code	210335	
<015>.	Study Area Name	NORTHEAST FLORIDA	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Nobles	
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.	
<039>	Contact Email Address - Email Address of person Identified in data line <030>	dnobles@townes.net	

<a>>	<b1></b1>	<b2></b2>	<bd><bd><</bd></bd>	<b4></b4>	<c1></c1>	<c2></c2>	<d>></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Start Date			Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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Data Col	ce Offerings including Voice Rate Data lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Nobles
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dnobles@townes.net
<701>	Residential Local Service Charge Effective Date 1/1/2014	

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
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*				See a	tached worksheet			
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<711>

	adband Price Offerings lection Form	FCC Form 481. OMB Control No. 3060-0986/OMB Control No. 3060-0819 JUN 2013
<010>	Study Area Code	210335
<015>	Study Area Name	NGRTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Nobles
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030>	dnobles@townes.net

					J. T. T.			3 6 3 6
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (selec

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13:201711023323311343	oal Lands Reporting ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Wobies
<035>	Contact Telephone Number - Number of person identified in data line	
<039>	Contact Email Address - Email Address of person identified in data line	<030> dnobles@townes.net
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
lf your o	company serves Tribal lands, please select (Yes, No, NA) for each these boxes	
	rm the status described on the attached document(s), on line 920,	
demons	trates coordination with the Tribal government pursuant to	Select:
§ 54.313	3(a)(9) includes:	(Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	
(Commence		3

	r Terrestrial Backhaul Reporting ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	<u> 210335</u>
<015>	Study Area Name	NORTHEAST ELORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Nobles
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dnobles@townes.net
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	

Lifeline	rms and Condition for Lifeline Customers ection Form		FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		21,0335
<015>	Study Area Name		NORTHEAST FLORIDA
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Deborah Nobles
<035>	Contact Telephone Number - Number of person identified in data	line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data		dnobles@townes.net
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		210335f11210.pdf
			Name of Attached Document
<1220>	Link to Public Website	НТТР	
or the we	neck these boxes below to confirm that the attached document(s), on line bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers ma		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	~	
<1222>	Details on the number of minutes provided as part of the plan,	V	
<1223>	Additional charges for toll calls, and rates for each such plan.		

MINIME TO SERVICE STREET	te Of Return Carrier Additional Documentation ection Form	FCC Form 481. OMB Control No. 3060-4986/0MB Control No. 3060-0819 July 2013
<010>.	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year Contact Name - Person USAC should contact regarding this data	2015
<035>	Contact Telephone Number - Number of person Identified in data line <030>	Deborah Nobles 9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dnobles@townes.net
	he boxes below to note compilance on its five year service quality plan (pursuant	to 47 CFR § 54:202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 information reported on this form and in the documents attached below is accurate.
(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313[f](1)(i))	Name of Attached Document Usting Required Information
(3011)	Please check this box to confirm that the attached document(s), on line 3t § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresproviding access to broadband service in the preceding calendar year.	012 contains the required information pursuant to
(3012)	Community Anchor Institutions (47.CFR § 54.313(f)(1)(II))	
(3013) (3014)	is your company a Privately Held. ROR Carrier [47 CFR § 54,313(f)(2)]- if yes, does your company file the RUS annual report	Name of Attached Document Listing Required Information (Yes/No) (Yes/No)
Please	check these boxes to confirm that the attached document(s), on line 3017	, contains the required information pursuant to § 54.313(f)(2) compliance requires:
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Case	in Flows
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	
		Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission; on line 3026 pursuant to 5.54.313(f)(2), contains	
	Either a copy of their audited financial statement; or (2) a financial report in a fo	
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	ish Flows
(3021)	Management letter issued by the independent certified public accountant that p	performed the company's financial audit.
	if the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § $54.313(7/2)$, contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a formet comparable to RUS Operating Report for Telecommunications : Borrowers,	
(3023)	Underlying information subjected to a review by an independent certified public accountant	
(3024) (3025)	Underlying information subjected to an officer certification. Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows
(3026)	Attach the worksheet listing required information	
		Name of Attached Document Listing Required Information

Data Col	ection Form	OMB Control No. 3050 0986/OMB Control No. 3060-0819
A service of the serv		July 2013
<010>	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Nobles
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dnobles@townes.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

and the state of the second state of the second state of the second second second state of the second secon	The serve of the configuration of the server	nclude ensuring the accuracy of the annual report	ng requirements for universal service support
recipients; and, to the best of my knowledge, t	ne information reported o	on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTHEAST FLOI	RIDA		
Signature of Authorized Officer: CERTIFIED	ONLINE		Date 06/26/2014
Printed name of Authorized Officer: Deborah	Nobles		
Title or position of Authorized Officer: Vice P.	resident of Regulato:	ry Affairs	
Telephone number of Authorized Officer: 904	5880029 ext.		
Study Area Code of Reporting Carrier: 210	335	Filing Due Date for this form: 07/01,	/2014

Attachments

Response to Line 112 Northeast Florida Telephone Company Study Area 210335

Initial Five-year Service Quality Improvement Plan – 47 C.F.R. §54.202(a)

Northeast Florida Telephone Company ("NEFCOM") submits its initial five-year build-out Service Quality Improvement Plan pursuant to C.F.R. §54.202(a)(1)(ii) that specifies the proposed improvements or upgrades to NEFCOM's network throughout its service area. In addition, NEFCOM is providing information that includes an estimate of the population that will be served as a result of these improvements.

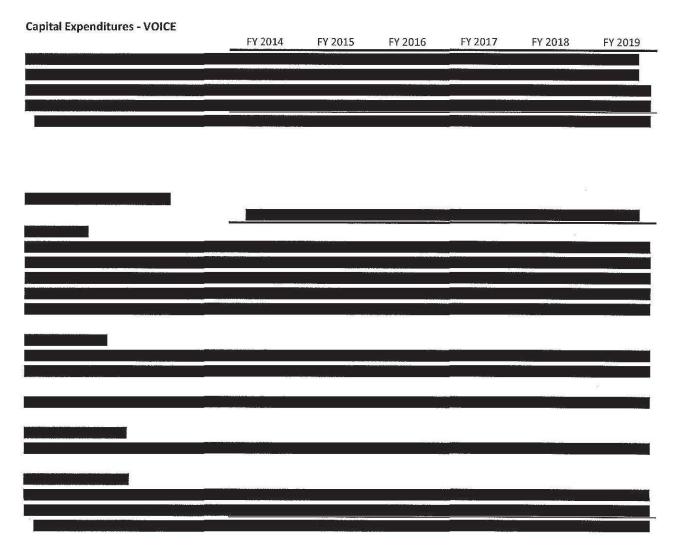
The receipt of USF support, combined with other funding sources will allow NEFCOM to continue to meet its broadband obligations within its service area, complete service requests within a reasonable amount of time, and provide reliable, state-of-the-art, high-quality voice and broadband service, to its 6,138 rural customers in 3 wire center. The projects listed within this plan will be used to improve or upgrade the network over the next five years.

Data Request for FCC Annual Reporting Requirement § 54.313 (a) (1) - Five-Year Service Quality Improvement Plan July 1, 2014

Northeast Florida Telephone Company

SAC: 210335

Wire Center CLLI: MCLNFLXADS1
MCLNFLXA00W
SNSNFLXADS1

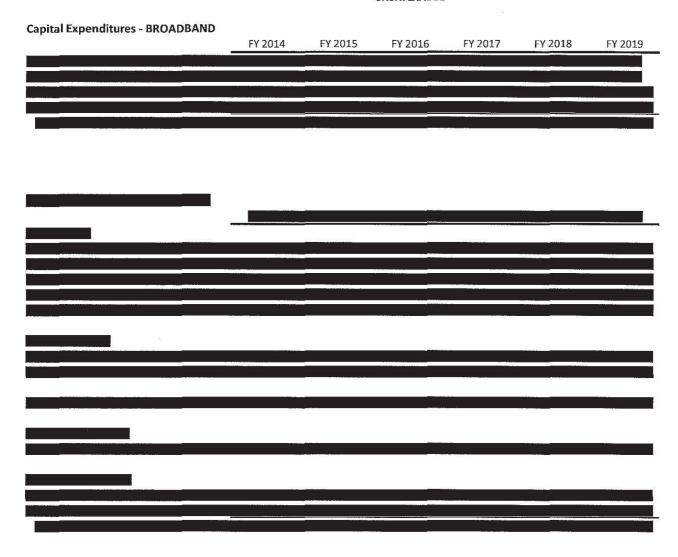


Data Request for FCC Annual Reporting Requirement § 54.313 (a) (1) - Five-Year Service Quality Improvement Plan July 1, 2014

Northeast Florida Telephone Company

SAC: 210335

Wire Center CLLI: MCLNFLXADS1
MCLNFLXA00W
SNSNFLXADS1



Data Request for FCC Annual Reporting Requirement § 54.313 (a) (1) - Five-Year Service Quality Improvement Plan July 1, 2014
Northeast Florida Telephone Company

5AC: 210335
Wire Center; MCLNFLXADS1
MCLNFLXAD0W
5NSNFLXADS1

		2014 Propo		provements/Upgi	rades					
	Estimated	Estimated	Voice Estimated Completion		Estimated Population	Estimated	Estimated	BROADB Estimated Completion	AND	Estimated Population
oject Name	Cost	Start Date	Date	Area Served	Served	Cost	Start Date	Date	Area Served	Served
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Carrier Name:

Northeast Florida Telephone Company

Carrier SPIN:

143001439 210335

Carrier SAC: Operating State:

Florida

Line 510:

Service Quality Standards and Consumer Protection Rules Compliance

Northeast Florida Telephone Company ("NEFCOM" or "the Company") established a Quality of Service Policy ("Policy") that incorporates the service objectives previously included in the Florida Public Utility Commission's rules. The Policy guarantees NEFCOM will meet all service standards or provide a \$25.00 service standard credit to any customer if it is determined that NEFCOM failed to meet the service standard goals.

NEFCOM complies with the following federal consumer protection rules and regulations:

FCC 47 C.F.R. §§64.2001-64.2011 – Customer Proprietary Network Information ("CPNI") FTC 16 C.F.R. §681.2 – Identity Theft Red Flags and Address Discrepancies Under the Fair and Accurate Credit Transactions Act of 2003

All customer protection and disclosures established by the Fair Credit Reporting Act (15 U.S.C. §§1681, et seq.) and the Truth in Lending Act (15 U.S.C. §§1601, et seq.)

The Company has a CPNI Policy Manual detailing and enforcing the requirements of the federal CPNI rules. Each year, the CPNI Compliance Officer (1) communicates with the Company's attorneys and/or consultants regarding CPNI responsibilities, requirements and restrictions; (2) supervises the training of Company employees and agents who use or have access to CPNI; (3) supervises the use, disclosure, distribution or access to the Company's CPNI by independent contractors and joint venture partners; (4) maintains records regarding the use of CPNI in marketing campaigns; and (5) receives, reviews and resolves questions or issues regarding use, disclosure, distribution or provision of access to CPNI. The CPNI Compliance Officer certifies compliance annually with the FCC by March 1.

The Company has an Identity Theft Prevention Program ("the Program") that was approved by the Board of Directors in September 2008. The Board appointed Red Flag Coordinator is responsible for updating the Program as necessary; the day-today supervision of the Program; training Company employees regarding their responsibilities with respect to the Program; and responding to employee questions and concerns regarding identity theft or the Program. The Red Flag Coordinator is required to annually prepare an Identity Theft Prevention Program Compliance Report for the Board's approval by October 1. The Identity Theft Prevention Program Compliance Report evaluates the effectiveness of the Program; the nature and extent of the Company's service provider arrangements and their impact on the effectiveness of the Program; reports any significant incidents involving identity theft and the Company's response to such incidents; and provides recommendations to the Board for periodic reviews of the Program and the adoption of material changes and other revisions, modifications and updates to the Program.

Carrier Name:

Northeast Florida Telephone Company

Carrier SPIN:

143001439

Carrier SAC:
Operating State:

210335 Florida

Line 610:

Functionality in Emergency Situations

Northeast Florida Telephone Company ("NEFCOM" or "the Company") has an Emergency Operations Plan ("EOP" or "the Plan") that addresses the requirements for continuity of service and systematic restoration of service after loss of service due to an emergency. The EOP is administered and maintained by a member of senior management of the parent company, Townes Telecommunications, Inc., and is reviewed annually to ensure that each applicable section is accurate and any changes or updates to the Plan are made on a timely basis.

An Emergency Director has been authorized to implement the provisions of the EOP. The Emergency Director conducts training with employees and is responsible for ensuring that all new employees are provided a 30 minute overview of the Plan as part of their orientation. Specific supervisory personnel receive additional intense instructions regarding special areas of the Plan

The Plan established an Emergency Committee made up of senior management and key company personnel, who upon notification by the Emergency Director that a potential emergency exists, convene to declare an emergency, notify affected parties and assume control of restoration of service efforts.

An emergency control center is established at the Company's business office, which is equipped with a back-up power generator and a wireless telephone set. Depending upon the severity and type of emergency and the safety of the emergency location, a control center may be established at the site of the event.

In case of power outages, batteries in the central office will last on average from 4-8 hours depending on how many lines (AMP load) are served at that particular location. The stand-by generator has 24 hour diesel capacity and small generators are available to be put on smaller concentrators if power is lost. The small generators have to be refueled every few hours.

<703>

<010>	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Deborah Nobles
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dnobles@townes.net
<039>	Contact Email Address - Email Address of person Identified in data line <030>	dnobles@townes.net
<701>	Residential Local Service Charge Effective Date 1/1/2014	
<702>	Single State-wide Residential Local Service Charge	

5tate	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	CD3> State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
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(710) Broadband Price Offering: FCC Form 481. Data Collection Form	60-0985/OMB Control No. 3060-0819

<010>	Study Area Code	210335
<015>	Study Area Name	NORTHEAST FLORIDA
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Debozah Nobles
<035>	Contact Telephone Number - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doblogatownoc not

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
FL	ALL	44.95	0.0	44.95	6.0	1.0	0.0	Other, No limit on usage allow
FL	ALL	69.95	0.0	69.95	15,0	3.0	0.0	Other, No limit on usage allow
FL	ALL .	99.95	0.0	99.95	50.0	25,0	0.0	Other, No limit on usage allow
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<010>	Study Area Code		210335
<015>	Study Area Name		NORTHEAST FLORIDA
<020>	Program Year		2015
<030>	Contact Name - Person L	JSAC should contact regarding this data	Deborah Nobles
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	9046880029 ext.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	dnobles@townes.net
<810>	Reporting Carrier	Northeast Florida Telephone Company	
<811>	Holding Company	Townes Tele-Communications, Inc.	
<812>	Operating Company	N/A	

[800] Operating Companies

Affiliates	SAC	Doing Business As Company or Brand Designation
ETCs:		
Choctaw Telephone Company	421893	N/A
Electra Telephone Company	442069	N/A
Haxtun Telephone Company	462190	N/A
MoKan Dial, Inc Kansas	411807	N/A
MoKan Dial, Inc Missouri	421807	N/A
Northeast Florida Telephone Company	210335	NEFCOM
Pymatunng Independent Telephone Company	170200	N/A
Tatum Telephone Company	442150	N/A
Walnut Hill Telephone Company	401729	N/A
Broadband Internet Access Providers:		
MoKan Communications, Inc.		N/A
NEFCOM Long Distance, Inc.		NEFCOM Communications, Inc.
PT Communications		N/A

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Response to Line 1010 Northeast Florida Telephone Company Study Area No. 210335

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Northeast Florida Telephone Company ("NEFCOM") is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$46.96 as specified in Public Notice DA 14-384 issued on March 20, 2014. NEFCOM's current total local end-user rate¹ of \$14.00 (Florida has no mandated state fees) is not above the standard deviation as specified in the USF/ICC Transformation Order. ²

¹ Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

² USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

Carrier Name:

Northeast Florida Telephone Company

Carrier SPIN:

143001439

Carrier SAC: Operating State:

210335 Florida

Line 1210:

Terms and Conditions for Lifeline Program Customers

Northeast Florida Telephone Company ("NEFCOM" or "the Company") complies with the FCC CFR 47 §§54.4, Universal Service Support for Low-Income Customers and the Florida Public Service Commission's rule 25-4.0665 relating to Lifeline Service. The Company has developed a Lifeline Program Policy & Procedures Manual, which incorporates both the federal and state Low-Income Program requirements. Lifeline is a non-transferable retail service offering for which qualifying low-income consumers receive a \$9.25 federal discount and a \$3.50 company discount on flat rated basic local telephone service, whether it is purchased on a stand-alone basis or as part of a bundled service that includes voice and data services and optional calling features. Lifeline customers are charged a separate charge for toll calls, but are provided Toll Blocking free of charge if they elect to subscribe to the service. The Lifeline supported services are as shown below:

	NEFCOM	
Residence Access Line	14.00	
Federal SLC	6.50	
Total Monthly Rate	20.50	
Lifeline Discounts to Total Monthly Rate: Federal Flat Rate Lifeline Support	(9.25)	FCC 497: Lifeline Worksheet
Company Lifeline Support	(3.50)	Na paratri
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Total Lifeline Service Monthly Rate	(12.75)	

Additional Services:

Toll Blocking is free to Lifeline customers who subscribe to this service.

The company is required to include the Lifeline Service Program in their Local Exchange Tariff. The rates for basic local residential service are also contained in the Local Exchange Tariff and the rates for the federal SLC are included in the NECA Tariff No. 5. Changes to any of these rates must be approved by the appropriate regulatory agency.

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Current Value For Total Fixed Charges (26)		Status
Prior Year	1 Value is valid.	
This Year	1 Value is valid.	

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3005b IncomeStatement		0	925
3005c Cashflow		0	

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3005a BalanceSheet	Study Area Name	<015>	OK
3005a BalanceSheet	Program Year	<020>	ок
3005a BalanceSheet	Contact Name - Person USAC should contact regarding this data	<030>	ок
3005a BalanceSheet	Contact Telephone Number - Number of person identified in data line <030>	<035>	ок
3005a BalanceSheet	Contact Telephone Email Address - Email Address of person identified in data line < 030>	<039>	ok
3005c Cashflow	Explanation for cell C2C	5	OK
3005c Cashflow	Explanation for cell C39	22	OK
3005c Cashflow	Explanation for call C45	27	OK

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Worksheet	Input Item	Line Item	Error Status	
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3005a BalanceSheet	Total Clabilities and Equity	59	OΚ	
3005b IncomeStatement	Input items for prior year		ОК	S4
3005b IncomeStatement	Input items for current year		OK	

(3005*)	Operating Report for Privately-Held Rate of Return Carriers			FCC For	401		
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Page 1				July 201		1	
							
<010>	Study Area Code			<010>	<u>210335</u>		***
<015>	Study Area Name	18	(2000000 15.00)	<015>	210335 Northeast Florida Telephone Company		MODINE WATER
	Program Year			<020>	2015 Deborah Nobles 904-688-0029 gnobles@townes.net		
	Contact Name - Person USAC should contact regarding this data			<030>	Deborah Nobles 904-688-0029 gnobles@townes.net		
	Contact Telephone Number - Number of person identified in data			<035>	<u>904-688-0029</u>		
<039>	Contact Telephone Email Address - Email Address of person iden	tified in data line	<030>	<039>	dnobles@townes.net		
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	☐ Filed as reviewed consolidated company				Filed as audited consolidated company		
-14.00.00	Filed as subsidiary of reviewed consolidated con	mpany			Filed as subsidiary of audited consolidated company		
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7	Deboran Nobles		6/25/2014		* ** *** *** *** *** *** *** *** *** *	1	
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CONFIDENTIAL FINANCIAL INFORMATION SUBJECT TO PROTECTIVE (中央 中央) 中央 (中央)

(3005b) Operating Report for Privately-Held Rate of Return Carriers FCC Form 481 OMB Control No. 3060-0986 Balance Sheet - Data Collection Form July 2013 Page 2 of 3 <010> Study Area Code <010> 210335 <015> Study Area Name <015> Northeast Florida Telephone Company <020> Program Year <020> 2015 <030> Contact Name - Person USAC should contact regarding this data <030> Deborah Nobies <035> 904-688-0029 <035> Contact Telephone Number - Number of person identified in data line <030> <039> Contact Telephone Email Address - Email Address of person identified in data line <030> <039> dnobles@townes.net

	PART B. STATEMENTS OF INCOME AND RETAINED EARINGS OR MARGINS		
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(3005c) Operating Report for Privately-Held Rate of Return Carriers Balance Sheet - Data Collection Form

Page 3 of 3

<010> Study Area Code

<015> Study Area Name

<020> Program Year

<030> Contact Name - Person USAC should contact regarding this data

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Telephone Email Address - Email Address of person identified in data line <030>

FCC Form 481

OMB Control No. 3060-0986

July 2013

<010>

210335

<015> Northeast Florida Telephone Company

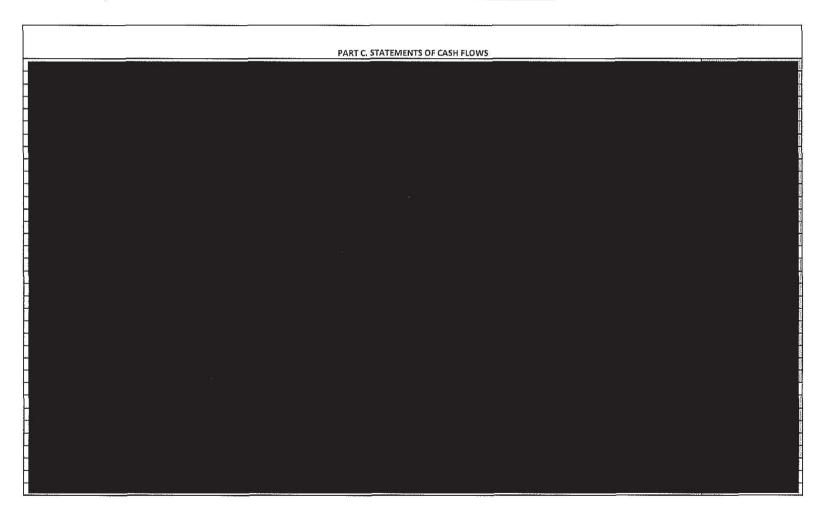
<020>

2015

<030> Deborah Nobles

<035> 904-688-0029

<039> dnobles@townes.net



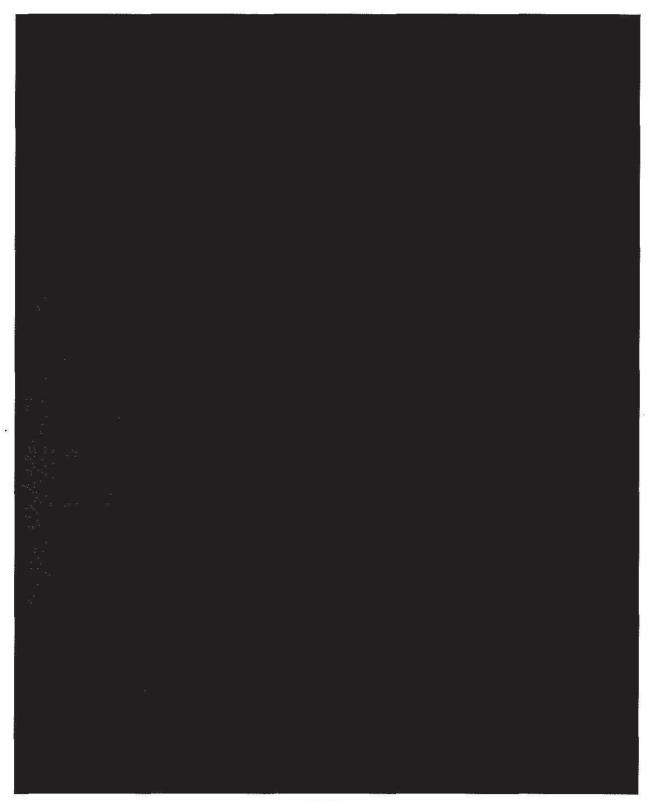
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Northeast Florida Telephone Company, Inc. 505 Plaza Circle Suite 200 Orange Park, Florida 32073

904-688-0017 (Fax) 904-688-0049

George Frederick CPA PLLC 7807 E Oberlin Way Scottsdale, AZ 85266





Page 2 of 3

CONFIDENTIAL FINANCIAL INFORMATION SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS 10-90, 07-135, 05-337, 03-109, CC DOCKET NOS 01-92, 96-45, GN DOCKET NO 09-51, WT DOCK



CONFIDENTIAL FINANCIAL INFORMATION SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS 10-90, 07-135, 05-337, 03-109, CC DOCKET NOS 01-92, 96-45, GN DOCKET NO 09-51, WT DOCKET NO 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION.

Page 3 of 3